



# MEMO



*A joint publication between the N.C. Division of Emergency Management and N.C. Emergency Management Association*

## NCEM and NCEMA Produce Joint Newsletter

The N.C. Division of Emergency Management and N.C. Emergency Management Association have partnered to produce a stronger newsletter that reaches more readers. The MEMO will have more articles from the local level while still providing updates on programs, activities and initiatives in the emergency management field. It also will recognize employees from the local and state levels. For suggestions and comments, contact NCEMA Director Gary Jones or NCEM Public Affairs.

## Emergency Management Teams Respond to and Recover from Nicole

State, federal and local agencies have spent the past week responding to and recovering from significant flooding caused by Tropical Storm Nicole after five to 23 inches of rain fell across eastern North Carolina.

Some of the hardest hit areas were Bertie and Craven counties. Much of the town of Windsor remained underwater days after the rains stopped. More than 40 residents were evacuated from a Windsor nursing home October 1st. In addition, partial evacuations were issued for Bertie, Beaufort, Craven, Duplin and Pender counties to get people in low-lying areas to safety. At the peak of the storm, six shelters were opened in six counties.

State swift water rescue teams, N.C. National Guard, State Highway Patrol and U.S. Coast Guard teams rescued more than 250 people from flooded houses and cars.

“Many of the rescue crews worked around the clock to help people stranded by the rising waters. Even though most of the rescues were in Bertie County, we had crews working in Beaufort, Craven, Hertford and Pender counties,” said NCEM Assistant Director Steve Sloan.

Eight storm-related fatalities were reported; all were the result of vehicle crashes. At peak, more than 70,000 home and business were without power.

To many residents in the eastern part of the state, the flooding was reminiscent of Hurricane Floyd in 1999.

State and federal emergency management teams began assessing damages this week in 20 counties including: Beaufort, Bertie, Brunswick, Carteret, Chowan, Columbus, Craven, Duplin, Gates, Hertford, Hyde, Greene, Jones, Martin, New Hanover, Onslow, Pender, Pitt, Tyrrell and Washington.

Once the damage assessment is complete, Gov. Perdue will request federal financial assistance for counties that meet federal thresholds of eligibility. Damage estimate totals are expected to be completed late this week.



*Flooding from T.S. Nicole in Windsor on Oct. 1st.  
(Below) State and federal emergency management teams survey damage from at an apartment complex in New Bern on Oct. 5th.*



## **Local LEPC Hold Full Scale Exercise**

### **By Christy Saunders, Pasquotank-Camden Emergency Management**

The Pasquotank-Camden Local Emergency Planning Committee (LEPC) conducted a full-scale exercise May 27th at the United States Coast Guard Base in Elizabeth City. More than 100 representatives from various local, state and federal emergency agencies that provide response capabilities within the LEPC district took part in the exercise.

The full-scale “Exercise E-City Air Crash Disaster” was developed to give participants an opportunity to evaluate their concepts, plans and capabilities to respond to a petroleum spill with mass casualties. Exercise capabilities focused on local emergency responder command and control, critical decision making, internal/external communications, health/safety issues and the integration and coordination of local, state and federal assets needed to save lives, protect public health and defend the environment.

The scenario included a large passenger airplane with an in-flight emergency that then skidded off the runway as it made an emergency landing. The plane skidded into an 80,000 gallon fuel tank causing large scale destruction, fire and multiple casualties. The tank rupture also caused a fuel spill onto the ground and into the surrounding waters that lead to the Pasquotank River.

A simulator, on loan from the U.S. Naval Station in Norfolk, VA, served as the airplane. It was brought in the week before the exercise so the USCG and Elizabeth City Fire Department firefighters could train with it. This not only made the exercise more realistic, but also provided an opportunity for aviation training for local municipal firefighters. One lesson learned from the Exercise was to include elements of aviation training and drills on all future tabletop and full scale exercises.

“Adding the aviation element in exercises ensures each response agency fully understands their role and responsibilities during an event. The agencies that respond to aviation emergencies can also provide support to other emergencies, we didn’t realize prior to this exercise,” said Christy Saunders, Emergency Management Coordinator for Pasquotank-Camden.

The exercise was funded by FY 2009 Hazardous Materials Emergency Planning Grant funds. For more information about the exercise, contact Christy Saunders at 252-335-4444 or [saundersc@co.pasquotank.nc.us](mailto:saundersc@co.pasquotank.nc.us).



*Crews put out a fire on the flight simulator used in the “Exercise E-City Air Crash Disaster” in Pasquotank-Camden County.*

## **Congressman Price Briefed on State Response to Hurricane Earl**

U.S. Representative David Price met with staff from N.C. Emergency Management to hear about the state's preparation and response to Hurricane Earl. Division officials described for the congressman types of resources that were pre-staged in the central and eastern parts of the state in advance of the storm. The state sent rescue teams and public health assessment teams, while FEMA had truckloads of meals and bottled water ready to quickly deploy into impacted areas.

Staff from the National Weather Service described how their predicted storm track was very similar to Hurricane Earl's actual pathway, crediting improvements in weather technology and forecast techniques. "Without the technology, improving science and outstanding communication, the state would likely have had to evacuate more counties along the coast," said Jeff Orrock, Raleigh National Weather Service Office.

Hurricane Earl skimmed the Outer Banks on September 2 as a category two storm with wind speeds in excess of 70 miles per hour. The storm caused minor wind and flood damage mostly in Dare, Carteret and Hyde counties.

"Every time I meet with Emergency Management, I'm reminded of the quality of our operations in North Carolina," said Price.

Price represents the state's fourth congressional district which includes Durham, Orange and portions of Chatham and Wake counties.



*Congressman David Price visits the state Emergency Operations Center on Sept. 17.*

## **State and Western Counties Participate in Dam Exercise**

The NCEM Western Branch Office and eight western counties participated in an exercise Sept. 8 to test utility, local and state response capabilities to a failure of the Bridgewater Dam. Located on the Catawba River in Burke County, the dam forms Lake James in Burke and McDowell counties. The dam is owned and operated by Duke Energy.

McDowell, Burke, Caldwell, Catawba, Alexander, Iredell, Mecklenburg and Lincoln counties participated in the exercise.

During the day-long drill, several incidents culminated in the complete failure of the dam and uncontrolled water drainage. The exercise tested county and state agencies abilities to notify the public, coordinate response and road closures, deal with a loss of critical infrastructure and large scale evacuations. Exercise participants used WebEoc and phones to coordinate response activities.

Staff from the Federal Energy Regulatory Commission observed the exercise and offered comments about the drill.

"They were really impressed with how well agencies communicated with each other," said NCEM Western Branch Office Manager Mike Cook.

## **Group Strategizes Ways to Protect Fuel in Emergencies**

Representatives from N.C. Emergency Management, State Energy Office, Departments of Transportation, Public Instruction and Administration, N.C. League of Municipalities, N.C. Association of County Commissioners, N.C. Petroleum and Convenience Marketers, and Land of Sky Regional Council have been meeting regularly to discuss ways to minimize the impacts of statewide fuel supply disruptions.

A significant drop in fuel supplies, like the shortages witnessed in western North Carolina in 2008 following Hurricane Ike, sparked the creation of the Emergency Fuel Shortage Planning Committee. Any shortage in fuel supply can impact core emergency services and government operations, as well as consumer behaviors. Government operations in North Carolina consume 135 million gallons of fuel each year; local government operations alone consume almost half of all public sector fuel purchases.

*Continued on page 4*



“Because of storage and budget limitations, municipalities and county governments make most fuel purchases on a just-in-time basis,” said Steven Davis, Infrastructure Manager for N.C. Emergency Management. “Government operations are facing financial hardships and increased expenditures for fuel can significantly impact government budgets.”

To mitigate the impact of such fuel supply disruptions, the Emergency Fuel Shortage Planning Committee developed four strategies.

**1. Establish a statewide fuel acquisition and storage plan.**

A statewide fuel acquisition and storage plan will give state, county and municipal governments a reserve to use when traditional supplies are disrupted or significantly overpriced.

“This reserve will absorb government vulnerabilities associated with reduced fuel inventories,” said Davis. “This strategy should favorably impact the financial uncertainty with increasing fuel costs for government operations.”

The reserve will hold enough fuel to support government operations for 60 days. A maximum price limit will be established to prevent governments from paying severely higher prices for fuel when supplies are restricted and prices rise. According to the planning committee, this strategy could result in a savings of close to \$12 million annually.

**2. Implement capabilities to monitor fuel availability in real-time.**

Installing fuel monitors at state and county government storage sites will give authorities the ability to see how much fuel is available at any given time. The monitoring capability will be secured in WebEOC and accessible to its users.

**3. Enhance statewide emergency fuel shortage response and planning.**

All energy sector stakeholders in the state should collaborate to develop solutions to petroleum shortages. In addition, they should participate in regional response and planning activities and exercises with neighboring states and FEMA Region 4 office.

**4. Establish a functional fuel transport plan.**

Establishes a transport plan to provide fuel for operations. The committee will consider developing contracts with various vendors that can acquire small mobile stations and above ground tanks. Additional transport and supply vendors and fuel farm management could also be contracted.

One key accomplishment of the committee was to include N.C. Petroleum and Convenience Marketers during state emergency activations as part of Emergency Support Function 12, the energy component.

The trade organization is comprised of more than 700 wholesale and retail petroleum marketers and convenience stores/service stations owners.

“Integrating N.C. Petroleum and Convenience Marketers integrated into our operations, gives the private and public sector a direct way to communicate status and conditions related to fuel supply to each other during times of need,” said Davis.

Another accomplishment was the start of the development for a state emergency petroleum plan which includes pre-scripted public information messages and specific disruption emergency checklists.

The planning committee meets several times a year. For more information, contact Steven Davis at 919-715-5711 ext 101 or [sdavis@ncem.org](mailto:sdavis@ncem.org).

## **NC Emergency Managers Association Fall Conference**

The North Carolina Emergency Managers Association will host its Fall 2010 All-Hazards Conference Oct. 24-29 in Hickory. The bi-annual conference provides a way for emergency management personnel across the state to meet together to learn about and discuss the latest emergency management topics. More than 30 sessions are planned covering a variety of topics

For more information or to register, visit the NCEMA website at <https://ncema.renci.org>

## **Nash County Hold Youth CERT Training**

**By Amanda Clark, Nash County Emergency Management**



*Scott Rogers watches teens stabilize a victim at the Nash County Teen CERT training. Photo by Amanda Clark.*

During a disaster, no matter what your age, your assistance can be valuable to those around you. That's the message Nash County Emergency Medical Services gave teens August 6, 13, & 20. Six teenagers participated in Community Emergency Response Team training.

CERT is a volunteer grassroots program that provides training in emergency preparedness and basic disaster response techniques so that volunteers can take a more active role in the safety of the people in their neighborhood, workplace or school during times of crisis.

Following a tornado, house fire or structure collapse, local citizens are often the first ones at the disaster scene. Communities with trained CERT members can provide immediate assistance to victims and organize volunteers at the location. The trained team members also can provide support to first responders if needed.

Nash County Emergency Management felt it was important to extend that training to teenagers. The training was also to start Nash County's efforts to establish a Community Emergency Response Team.

The teenagers involved were part of the Nash County chapter of 4-H, a nationwide youth development organization that enables youth to emerge as leaders through hands-on learning in different youth programs.

"We felt it was a perfect fit for students that were part of 4-H to go through CERT training," said Scott Rogers, Assistant Fire Marshal for Nash County Emergency Management. "The core value for both programs is helping the community."

Nash County hopes to extend the CERT training to more teens and youth groups in hopes to attract young adults.

"The training is beneficial because it prepares citizens for what to do when a disaster happens. In many disasters, every second counts and CERT members can assist in response and recovery efforts," said Rogers.

Rogers said teens are effected in emergencies just as much as adults. After the 21-hour training, the teens put their new-found knowledge to practice in an exercise that simulated a school bus accident where students were injured and needed immediate attention.

"I was pleased overall with how the training went and how the kids put lessons learned into practice," said Rogers.

"The kids really loved it," said Sandy Hall, 4-H extension agent. "They really liked the hands on opportunity and it really surprised them what they need to know and how to react in a disaster."

Hall said she is hopeful the training can be offered at a 4-H summer camp next year.

"We're looking at making it part of the summer program curriculum when we hold our camps," Hall said. "Looking into the future, we're hoping for it to be a camp regular."

## **National Emergency Management Association Conference**

NCEM Director Doug Hoell and Assistant Director Steve Sloan will represent North Carolina at the 2010 National Emergency Management Association Conference Oct. 17 – 21 in Little Rock, AK. The national conferences brings together senior emergency management officials from all states, FEMA and the private sector together to discuss challenges and share solutions to key issues in the emergency management community.

This year conference participants will discuss: lessons learned from the deepwater horizon oil spill, how to strengthen community preparedness efforts, military support for civilians and how to manage generational differences in the workplace.

## State Expands Capabilities to Support Pet Evacuations

N.C. Division of Emergency Management, N.C. Dept. of Agriculture and Consumer Services, American Kennel Club and the State Animal Response Team partnered to provide scanner and microchip capabilities for the Campion Animal Mobile Equipment Trailer program. The statewide fleet of 40 CAMETs will have the new technology. The equipment was purchased through a \$40,000 grant from the Companion Animal Recovery program within American Kennel Club.

“The scanners and microchips will allow pet owners to recover their lost pet faster if they are ever separated during an emergency,” said Mike Sprayberry, deputy director for N.C. Emergency Management.

Microchips are about the size of a grain of rice and are implanted by a licensed veterinarian or veterinarian technician. Each microchip contains a unique identification code that permanently links an owner to their pet, if ever lost. The scanner reads the microchip to display the identification code. Scanners are commonly found at veterinarian offices, animal shelters and now will be included in CAMETs.

The CAMET program was created to meet the Federal Pet Evacuation and Transportation Standards Act of 2006 which directs state and local governments to account for household pets and service animals during emergencies.



Scanner and microchip to be equipped on CAMETs. (Below) (L-R) Tom Sharp, CEO, American Kennel Club - Companion Animal Recovery; Steve Troxler, Commissioner, N.C. Dept. of Agriculture and Consumer Services; Chester Lowder, Executive Director, N.C. State Animal Response Team; Mike Sprayberry, Deputy Director, N.C. Div. of Emergency Management; Sharron Stewart, Director, N.C. Dept. of Agriculture and Consumer Services - Emergency Programs; Dr. David Marshall, State Veterinarian, N.C. Dept. of Agriculture and Consumer Services - Veterinary



## NCEMA Website Redesign Underway

The North Carolina Emergency Managers Association is redesigning its website.

“We need to make the website more interactive and user friendly without losing valuable information,” said Gary Jones, NCEMA Executive Director. “With advancements in web design and web technology, hopefully we can reinvent our site.”

The first step in the redesign process is to gather feedback from the most likely users – county emergency managers. In September, the Association distributed a survey to county emergency managers requesting information about their use of the site and ways to improve it. Comments and suggestions indicated support for a simple, easy to navigate site with lots of information that is pertinent to the membership, as well as the entire emergency management community.

“Several folks indicated that the goal should be to create a virtual home for the EM community, rather than just build a website. So we’re listening to those folks and that is what we will try to develop,” said Clint Osborn, Orange County Emergency Services director and chair of the Association’s technology committee which is leading the initiative.

“Our goal is to have a proposed site ready for review during the general membership meeting at the 2010 Fall Conference,” said Osborn.

The technology committee also will assume more of the day-to-day administration of the website, making creation of the site an in-house project that is designed by and created for Association members.

The website is address is <https://ncema.renci.org/default.aspx>.



## CERT Participates in Matthews' Festival



*George Sottilo talks to a citizen about being prepared for emergencies at Matthews Alive 2010.*

Over the Labor Day weekend the Matthews Community Emergency Response Team participated in the city's annual festival.

Matthews Alive 2010 attracted an estimated 25,000 citizens from across the state to enjoy different family activities. CERT operated an information booth on family preparedness and distributed various emergency preparedness publications including the Federal Emergency Management Agency's *Are you ready?* guide.

"This was a great effort by Matthews CERT to educate North Carolinians about the CERT program and to how important it is to be prepared," said Wayne Broome, Mecklenburg County Emergency Management Coordinator.



*Steve Alfrey is ready to talk to residents about emergency preparedness.*

## Hemphill Dedicated Life to Saving Others

Carroll Hemphill served as McDowell County Emergency Services Director for more than two decades and dedicated his life to saving others. His death from leukemia in September is a significant loss to all who knew and worked with him.

"North Carolina lost a great leader of the emergency management community," said Mike Cook, NCEM Western Branch Manager. "Carroll was a great example of a true public servant in our profession."

Hemphill was instrumental in starting the first McDowell Fire and Rescue College, which grew to be one of the largest in the state. He also oversaw instillation of the enhanced 911 system that outlined callers' addresses and location and he led the way in getting a state-approved emergency medical dispatch program.



"Carroll built a legacy that will live on for decades and maybe even forever. He left things in much better shape than what he found them. He didn't do it for power or glory and certainly not money. He did it because he was a fine, all-around good man who saw needs, rolled up his sleeves, dug in and got the job done," said Richelle Bailey, The McDowell News.

Former McDowell County Commissioner Jack Wood credited Hemphill with taking the county into the next generation of emergency preparedness. Hemphill's focus was being prepared and he sought federal and state grants to help support training.

In his 20 years of service, Hemphill dealt with a variety of emergencies from fires that destroyed a church, furniture manufacturer and woods, as well as one that claimed the lives of nine prisoners. He worked through floods and snowstorms that dumped more than a foot of precipitation, to tornadoes, train derailments, school bus wrecks and airplane crashes.

"Carroll was a great asset to all of emergency services and will be missed by all," said Cook.

## Passing of Dale Dusenbury

The radiological protection community lost a dear friend last month when Dale Dusenbury passed away at home unexpectedly.

Many in the emergency management community knew Dusenbury from interactions during nuclear power plant task force meetings, exercises and State Emergency Response Commission meetings. In each area, Dale served as an environmental program consultant for emergency response and environmental monitoring for the N.C. Dept. of Environment and Natural Resource Radiation Protection section. While on the SERC, Dusenbury's concentration was on chemical, biological, radiological, nuclear and explosive issues.

Dusenbury joined the Radiation Protection Division in 1984 and performed a wide variety of tasks.

"Dale was a tremendous asset during our nuclear facility exercises," said Steve Payne, N.C. Div. of Emergency Management Radiological Emergency Preparedness Program manager. "He was extremely focused and accurate in all that he did and provided a tremendous service as a radiological dose assessment analyst during those drills."



## State Emergency Communications Committee Meets Oct. 14

The North Carolina State Emergency Communications Committee will meet in Durham Oct. 14 at the Fox 50 station in Durham to discuss the Emergency Alert System. The committee is represented by radio, television and cable stations, as well as the National Weather Service, NCEM and the N.C. State Highway Patrol. Each agency has a direct impact on the quality and distribution of emergency notification message to the public.

The committee will discuss recent EAS activations, updates to the EAS plan and equipment issues; they also will install the new Chairwoman Ardie Gregory.

## NCEM Wins NCNG Pistol Match

N.C. Division of Emergency Management took first place at the annual invitational pistol match hosted by the N.C. National Guard Adjunct General.

This marks the twentieth year for the friendly departmental competition held at the Camp Butner National Guard Training Center.

Four-person teams from various divisions within the Department of Crime Control and Public Safety compete for the highest score. Steve Sloan, Dennis Hancock, Chris Crew and Sheldon Tennian from NCEM comprised the winning team this year.

"The pistol match promotes camaraderie among employees," said Sloan.



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### Questions and Comments can be directed to:

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### ***"In the Business of Saving Lives and Protecting Property"***

*The North Carolina Division of Emergency Management was formed in 1977 to coordinate the preparedness, response, recovery and mitigation activities of all agencies for emergency management within North Carolina. It performs this mission by planning, organizing, staffing, equipping, training, testing and activating emergency management programs during times of need.*



